

EE Small Business Monthly SIM Only Plans

Quick Guide

SIM Only Pay Monthly Plans

Available to new and upgrading customers from 24 February 2016. All prices exclude VAT of 20%

EE Business SIM Only Plans					
12 Month Contract Monthly Cost	£8.00	£12.50	£15.00	£20.00	£35.00
24 Month Contract Monthly Cost	N/A	N/A	£15.00	£20.00	N/A
1 Month Contract Monthly Cost	N/A	£15.00	£17.50	£22.50	N/A
UK Data Allowance	250MB	500MB	2GB	8GB	25GB
Network Speed**	4G	4G	Double Speed 4GEE 4G+ in parts of London		
UK Calls/Texts Allowance	500 Minutes 500 Texts	Unlimited Minutes Unlimited Texts			

** Select areas only. Check your coverage at www.ee.co.uk/coverage before purchasing EE Business Extra plan. 4G+ compatible device required to access 4G+ speeds where available in London. See FAQs on page 2 for download speeds. You will not get 4G speeds using a 3G only phone.

Phones bought on other networks may not work on our 4G network, but will still be able to access our 2G and 3G networks. If your device is from another network, you may need to get it unlocked before it will connect to our network.

Price Plan Inclusions and Exclusions

Service Type	Business SIMO Plans	Cost of Calls Made Outside of Allowances (exc. VAT) ⁵
Calls to UK mobile numbers	✓	35p per minute
Calls to certain MVNO numbers ¹	✗	35p per minute
Calls to UK landlines ^{1,2} (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	35p per minute
Calls to Freephone (080) & (116) ²	✓	Free
Calls to 084 and 087 numbers (not including Freephone 080) ⁶	✗	Access Charge of 37p per minute plus a Service Charge
Calls to 118 and 09 numbers ⁶	✗	Access Charge of 37p per minute plus a Service Charge
Calls to numbers starting in 0500	✗	17p per minute
Calls to retrieve voicemail	✓	Free within the UK Outside of UK – charged at standard roaming rates
Text messages to UK mobile numbers ^{1,3}	✓	10p per message
Text messages to certain MVNO numbers ^{1,3}	✗	10p per message
UK Picture messages	✗	25p per MMS
Calls to EE Customer Services	✓	Free
Call divert ⁴	✓	Standard Call Rates Apply
Calling abroad from the UK (IDD)	✗	Standard Call Rates Apply
Calling back to the UK while abroad, receiving calls while abroad and calling other countries while roaming abroad (Roaming)	✗	Standard Call Rates Apply

A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis. All plans available subject to credit check and business registration. The monthly cost will go up by RPI in March in each year of your agreement. Other prices may increase as well. Information and pricing correct as at 24 February 2016. Other terms apply. **For terms and conditions applicable to our Small Business plans and full details of prices see the EE Pay Monthly Terms for Small Business and the EE Price Guide for Small Business at www.ee.co.uk/business/terms.**

1. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03. Calls & text messages to certain MVNO and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection.
2. Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the 'help' section of our website, ee.co.uk
3. Applies to messages sent from your phone or via the EE website, ee.co.uk
4. Call divert is included in your allowance where the diverted to number would have ordinarily been included in your allowance.
5. Standard call rates apply to outside of allowance calls.
6. Please see www.ee.co.uk/ukcalling for a list of Service Charges.

FAQs

Is there a limitation to how I use these plans?

These plans are for normal person to person use from your phone and not for any other uses (for example, but not limited to SIM boxes, taxi meters, etc). If we find that the plans are being misused or being used for fraud, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

Can I use my data allowance for VOIP or Tethering?

Yes, you can use mobile internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering') if you have a compatible device. You can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers.

What happens if I run out of my monthly data allowance?

We will send you a warning message once you've hit 80% and 100% of your monthly data allowance. Once you run out of your monthly data allowance, we won't charge you anymore, but you won't be able to use mobile internet. To continue to use mobile internet after you've used up your current month's data allowance, you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date.

Which premium rate numbers aren't included in my price plan allowance?

Calls to 084, 087, 09 & 118 numbers are not included in your allowance of minutes; you'll be charged EE's Access Charge of 37p/min (ex VAT) plus the applicable service charge. See www.ee.co.uk/ukcalling for a detailed list of service charges. If you call a 070 number, you'll be charged up to 63p/min (ex VAT). Other exclusions do apply – including, but not limited to certain MVNO, 0500, international and roaming numbers. See www.ee.co.uk/business/terms for our Price Guide & more information on charges outside of your allowance.

What am I charged for 0800 and 0808 calls?

These calls are free of charge and do not come out of any of your allowances.

If I call Customers Services on 150, am I charged?

Within the UK & EU: No – these calls are free of charge from an EE Mobile.

Within ROW Countries: Yes – these calls are charged at standard Roaming rates. To connect to UK Customer Services, you will need to call +4479 5396 6150.

Can I use my plan for WiFi Calling?

Yes you can if you have a compatible phone. On WiFi Calling, calls and texts are charged as per your EE pay monthly plan and come out of your monthly allowance as normal. Out of allowance calls will be charged at your plan's standard rate. You may need to update the operating system software on your phone. You are responsible for using any WiFi network in line with its terms and conditions and you may be charged for using it. WiFi Calls use only small amounts of data (for example a 5 minute call will use about 1.7Mb), however you may want to check whether the phone is also connected to use data over the WiFi network and keep an eye on how much data you are using. EE does not accept any responsibility for the quality, security, availability or coverage of WiFi networks and any calls made or received over them.

Am I charged for Voicemail Deposit and Retrieval?

	Receiving (Depositing) a Voicemail into your mailbox	Retrieving (Listening to) a Voicemail into your mailbox
Within the UK	No	No
Within the EU	No	Yes - charged at standard roaming rates, or if you have a price plan / add-on with an applicable allowance, minutes will be deducted from that allowance.
Within ROW Countries	Yes - charged at standard roaming rates, or if you have a price plan/add-on with an eligible allowance, minutes will be deducted from that allowance.	

If I decide to Share the data in my price plan with another device or SIM on my account, will this share any other allowances?

No other allowances will be shared – only your UK data allowance.

What is the difference in speeds between 4G, Double Speed 4GEE and 4G+?

Speed	"Up to" Speed
4G	30 Mbps
Double Speed 4GEE	60 Mbps
4G+	90 Mbps

The speed in which you'll be able to access the network will depend on your device, the speed available in your area and on a range of factors affecting speed and coverage such as your location and the number of users; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. EE has 93% 4G population coverage. EE's current download speed for 4G is up to 30 Mbps (EE test data October 2015). You will not get 4G speeds using a 3G only phone. Double speed 4GEE is available in select areas only. Based on 2015 test data, up to speeds doubled from 30 Mbps to 60 Mbps and 4G network capacity doubled from 2 x 10 MHz to 2 x 20 MHz. Speeds referred to are download speeds. 4G+ is available in select areas in London only; based on EE test data August – September 2015, more than 10% of customers in coverage will receive download speeds of up to 90 Mbps. 4G+ compatible device and Business Extra Plan required to access 4G+ speeds where available. EE will continue rolling out double speed 4GEE and 4G+ to other locations in the future.

How do I activate data roaming?

To activate data roaming with EE, you need to be physically in the country in which you wish to activate the data roaming pass for. This is to ensure you have the right options available to you, and you know exactly the options available prior to purchase.

To ensure you can use data whilst roaming, please follow the following steps:

For Europe, Zone A & B:

PLEASE NOTE: This following steps are for purchase and activation for Europe, Zones A & B only. Elsewhere you must purchase by text message (details below)

Step 1: Ensure Data Roaming is activated on your handset.

Step 2: When you land abroad, you should receive a welcome text message from EE or 7626 when you switch on your phone. Alternatively, you could try to browse through the browser on your phone.

Step 3: Clicks on the link you receive in the text message from EE or 7626 or if you haven't received this – you may be automatically redirected to add-on.ee.co.uk.

Step 4: On the add-on.ee.co.uk page on your browsers, you'll be presented with the available roaming data add-on options for that location abroad e.g. if they are in our Europe Zone, £3 for 50MB for 24 hours, £25 for 500MB for 7 days

Step 5: Clicks the 'BUY' button. A confirmation page displays the details of the add-on that you've purchased with a prompt to bookmark the 'My Add-Ons' page so that you can check the status of your add-on

When all of the add-on allowance has been used or the time has expired, you'll be redirected to the add-on purchase page if you attempt to access the internet on your phone. You will need to purchase another roaming data add-on in order to continue using mobile data abroad.

To purchase via Text Message (Only available in zones C, D and E):

Step 1: Ensure Data Roaming is activated on your handset.

Step 2: When you land abroad, you should receive a welcome text message from EE or 7626 when you switch on your phone.

Example: From EE: To access the internet on your phone you need to send us a text to buy a roaming data add-on. You only pay for the add-on you buy so you'll always know what you're spending. For an add-on that lasts 24 hours, send a text to 7626: 'D1' to get 4MB for £5, 'D2' to get 10MB for £12. For an add-on that lasts 7 days send 'D3' to get 20MB for £25 or 'D4' to get 50MB for £60.

Zone	Data	Price (inc VAT where applicable)	Validity	Keyword
Zone C	5MB	£5	24 Hours	C1
	20MB	£18	24 Hours	C2
	20MB	£20	7 Days	C3
	50MB	£45	7 Days	C4
Zone D	4MB	£5	24 Hours	D1
	10MB	£12	24 Hours	D2
	20MB	£25	7 Days	D3
	50MB	£60	7 Days	D4
Zone E	5MB	£30	24 Hours	E1
	10MB	£55	24 Hours	E2

Step 3: Text the code depending on which option you'd like.

Step 4: You'll receive a message advising the confirmation of your purchase.

Example text: "From EE: Thanks for buying a Roaming Data add-on. It's now been added to your account and is ready to use. Make sure data roaming is turned ON. To keep track of your usage click <http://add-on.ee.co.uk/status> for free."

When all of the add-on allowance has been used or the time has expired, you will receive another text message from 7626 with information about available roaming data add-ons. You will need to purchase another roaming data add-on in order to continue using mobile data abroad.

What are the countries included in each roaming zone?

Zone	Countries
Zone Europe	Austria, Belgium, Bulgaria, Chanel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland
Zone A	Armenia, Australia, Canada, China, Israel, Mexico, New Zealand, Peru, Russia, Singapore, Turkey, Ukraine, United States of America
Zone B	Argentina, Bermuda, Brazil, Columbia, Caribbean, Ecuador, Hong Kong, India, Indonesia, Isle of Man, Malaysia, Moldova, Republic of Mongolia, Montserrat, Nicaragua, Philippines, Qatar, Saudi Arabia, Serbia, South Africa, Taiwan, Thailand, United Arab Emirates, Uruguay, Venezuela.

Zone C	Albania, Botswana, Cameroon, Dominican Republic, Egypt, Gabon, Ghana, Guinea, Ivory Coast, Kuwait, Macedonia, Madagascar, Mali, Montenegro, Nigeria, Panama, Senegal, Seychelles, South Korea, Sri Lanka, Sudan, Tanzania, Tunisia, Vietnam, Zambia
Zone D	Afghanistan, Algeria, Andorra*, Angola*, Azerbaijan*, Bahrain, Bangladesh, Belarus, Belize, Benin, Bhutan, Bolivia*, Bosnia and Herzegovina, Brunei Darussalam (currently blocked), Burkina Faso, Burundi, Cambodia, Cape Verde, Centrafrique, Chad, Chile, Congo*, Cook Islands, Costa Rica, Cuba *, Djibouti, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji*, French Polynesia, Gambia, Georgia, Greenland* Guam, Guatemala, Guyana, Honduras, Iran, Iraq, Japan, Jordan, Kazakhstan, Kenya, Kyrgyzstan, Laos*, Lebanon*, Lesotho, Liberia, Libya, Macau, Malawi, Maldives, Mauritius, Morocco, Mozambique*, Namibia, Nepal, Netherland Antilles, Niger, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Rwanda* Sierra Leone, Suriname, Swaziland, Syria, Tajikistan, Uganda, Uzbekistan, Yemen (currently blocked), Zimbabwe
Zone E	Air and Maritime

*Currently Blocked countries as at 22nd June 2015. This is due to high charges in these countries.

What EU Roaming Passes are available on these plans?

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12 Month Contract Monthly Cost	£8.00	£12.50	£15.00	£20.00	£35.00
24 Month Contract Monthly Cost	N/A	N/A	£15.00	£20.00	N/A
1 Month Contract Monthly Cost	N/A	£15.00	£17.50	£22.50	N/A
EU Roaming Products	£1.67 EU Talk & Text £3.33 Euro Pass	£1.67 EU Talk & Text £2.50 Euro Data Pass (If you choose to share your data allowance on a 12 or 24 month plan only) £3.33 Euro Pass			

Note: If you decide to take the EU Pass (£3.33) and you already have the EU Talk & Text (£1.67) add-on, you will be automatically opted out of the EU Talk & Text add-on. If you decide to share your data, you will not be eligible for the £2.50 or £3.33 Add-ons.

See the EE Price Guide for Small Business at www.ee.co.uk/business/terms for countries included in the Roaming Passes.

Terms apply, see ee.co.uk/business/terms.

To find out more information regarding EE – visit: www.ee.co.uk/our-company/about-ee